

STENCIL CORPORATION EMERGENCY POLICIES

To ensure the safety and well being of our residents and to safeguard our community, Stencil Corporation adhere to the following procedures in the event of a maintenance emergency. Please keep the memorandum accessible and refer to it if a maintenance emergency occurs in your apartment.

The following events are considered maintenance emergencies:

- No heat in cold weather
- No air-conditioning in extremely hot weather
- Loss of electrical power
- Sewer backups
- Major overflow from toilet, washing machine, dishwasher or hot water heater and any other water intrusion
- Gas leaks or no gas
- Lack of hot water
- Frozen pipes
- Broken refrigerator
- Wild animal in apartment (ex: squirrel, raccoon, etc)
- Natural disaster, such as flood, fire, storm, wind damage
- Broken elevator
- Security related problem such as vandalism, broken window, garage door or lock

Emergency response time: All maintenance requests are prioritized and treated accordingly. Stencil Corporation will respond to maintenance emergencies first and will address them immediately. All other maintenance requests will be responded to as soon as possible. Stencil Corporation will make every effort to complete all non-emergency requests within 24 hours. If a non-emergency maintenance issue falls on a weekend, it will be handled on the following business day.

WHERE TO CALL:

For emergencies between **8:00 AM and 5:00 PM, Monday - Friday,**

Please call the office at **(605)339-3009**

For maintenance emergencies that occur **after hours between 5:00 PM and 8:00 AM**

Please call Brian Wolfgang **(605) 254-8755**

Or the **24-hour line (605)221-HOME (4663)**